

Healthwatch Kingston Board Meeting (Part A)	Wednesday 29 June 2022
Q1 Activity Report April to June 2022/23	Contributors: Candy Dunne (CD) - Acting Chief Officer, Kezia Coleman (KC) - Projects and Outreach Officer (Disabilities and Mental Health), Hen Wright (HJW), Projects and Outreach Officer (Young People and Safeguarding), Jaimy Halliwell-Owen (JHO) Communications Officer, Scott Bacon (SBa) Engagement Officer.
PART A Agenda Item 5	Appendices: No (CD TEST)

This Quarter 1 report updates the Board on progress made towards delivery of our **six priority work areas** for the year (2022/23) and provides links to our programme and project reports published on our [website](#):

1. Response to and recovery from the coronavirus pandemic:

- a. Continue to gather views and experiences of NHS and social care services during and after the coronavirus pandemic, to ensure commissioners, providers and other system leaders respond appropriately to the health and care needs of local people.

2. Health inequalities and NHS and Social Care Transformation:

- a. Continue to monitor the commissioning, provision and transformation of NHS and Social Care in Kingston, in particular: the South West London Integrated Care System; health inequalities; the health and care needs of women and people with long term medical conditions.

3. Learning Disability:

- a. Continue to support meaningful engagement with local people with a learning disability in the work of HW Kingston, including Enter and View training.
- b. Continue to provide chair & administrative support for ‘Kingston All Ages Learning Disability Partnership Board’.

4. Mental Health:

- a. Continue to provide chair and administrative support for the 'Kingston Mental Health and Wellbeing Group'.
- b. Continue to monitor progress of and engagement with specialist service provision to people with Emotionally Unstable Personality Disorder (EUPD).
- c. Provide independent evaluation of the South West London Community Mental Health Transformation Programme in Kingston.

5. Young People:

- a. Continue to support Youth Out Loud! (YOL!) to review health and care services (in partnership with HW Richmond and other stakeholders).
- b. Continue to support delivery (with other partners) of the Digital Youth Project (year 4) to complete a series of short health and care films and podcasts by young people for young people.
- c. Continue to support YOL! to develop its online and social media.

6. Safeguarding:

- a. Continue membership of the Kingston Safeguarding Adults Board.
- b. Continue to deliver the Kingston Making Safeguarding Personal project (Year 3).
- c. Continue support for the London Safeguarding Adults Board, London Safeguarding Voices and Conference Planning Groups (Year 4) to ensure people with lived experience of safeguarding are integral to safeguarding systems and processes across London.
- d. Develop the Health and Wellbeing in the Workplace Project (Carers)

Other delivery areas include:

- HW Kingston [Annual Report 2021/22](#) published Tuesday 28 June 2022.
- Bereavement Report to be published in July
- ME. Pulse Check Survey to begin
- Virtual Wards Engagement Event on Monday 15th August 2022
- Monitor the development of Primary Care Networks (PCN) lead, Patient Participation Groups (PPG)

The Board is requested to:

- **Review and Note** this Q1 Activity Report.

SIX PRIORITY WORK AREAS for 2022/23

Priority	Aim	Update
1. Response to and recovery from the coronavirus pandemic		
1a. Continue to gather views and experiences of NHS and social care services during and after the coronavirus pandemic, to ensure commissioners, providers and other system leaders respond appropriately to the health and care needs of local people.	Gather service user experience of NHS and social care services during and after the coronavirus pandemic	<p>Continued support of K&R communications and engagement, regarding the covid-19 vaccination programme and walk in centres.</p> <p>Supported the combined efforts within the borough to engage ‘harder to reach communities’ including vaccination availability through the Health and Wellbeing Day events.</p> <p>The Acting Chief Officer is working with HW Wandsworth on the SWL HW Long Covid Report. This is still in development and once complete the Kingston and Richmond Post Covid Steering Group Committee have requested sight of the report and invited HW to present the findings. The Steering Group have also been tackling the aims/recommendations within the HW Kingston and HW Richmond Long Covid Reports at</p>

their regular meetings. HW Kingston will continue to attend future meetings and feedback on system developments and the HW Kingston impact.

2. Health inequalities and NHS and Social Care Transformation

2a. Continue to monitor the commissioning, provision and transformation of NHS and Social Care in Kingston, in particular: the South West London Integrated Care System; health inequalities; the health and care needs of women and people with long term medical conditions.

Provide independent scrutiny that supports improved experience of people using NHS and Social Care services within the South West London Integrated Care System; health inequalities and the health and care needs of women and people with long term medical conditions

The Chair, Chief Executive Officer and the Acting Chief Officer have continued to monitor and scrutinise the provision and transformation of health and care services in Kingston, in particular the introduction of the South West London Integrated Care System.

On 24 May, HW Kingston held their Open Meeting with presentations from Caroline O'Neill (Lead Engagement Manager NHS South West London CCG) and Denise Madden (Associate Director of Strategic Planning and Transformation, Kingston Hospital NHS Foundation Trust). To gauge an understanding of local awareness of the ICS changes, the CCG requested that all ICS questions raised at the meeting be fed back. The Acting Chief Officer communicated all questions raised and is awaiting a response. You can read a recap of the Open Meeting on the HW Kingston Website [Our Open Meeting 24 May Recap | Healthwatch Kingston](#)

One request raised at the Open Meeting was for a place where local residents and service users could feedback their experiences of developments and ask questions relating to the ICS. The Communications Officer has since created an '[All about the Integrated Care System and Kingston Place](#)' page on our website. This page includes a form for all feedback relating to the ICS. We will continue to monitor any feedback and report back to the HW Kingston Board.

The HW Kingston Chair is currently sitting on the ICS, Kingston Place Committee and is also continuing to represent SWL HW on the SWL ICB.

HW Kingston have continued to attend the Kingston Health & Wellbeing Day planning meetings, working in partnership with the CCG/RBK/VCSE. The purpose of the meetings is to develop and attend the Health and Wellbeing Day events, for people experiencing homelessness, migrants, and asylum seekers in Kingston. We are attending our second event on 29/06/22 at Kingsgate Church. As well as gaining feedback on how this community engage with local services, HW Kingston will also be running a community surgery at the event to support people attending with signposting to local health and social care services. HW Kingston initiated the development of two ‘How to’ posters and information leaflets to aid these communities in navigating health and social care services. The first two posters were focused on local dentists and when to use the 111 service for emergency treatment and how to register at a GP. HW Kingston have also discussed future developments of these ‘How to’ tools with Kingston Hospital.

All feedback and experiences shared with HW Kingston at the Health and Wellbeing events, along with future events that HW Kingston plan to attend (Spear event at Rise Café 20th July and Cambridge estate in August), will inform a ‘Pulse Check Report’ later in the year.

HW Kingston has started discussions with the Kingston and Richmond Myalgic Encephalomyelitis/Chronic Fatigue Syndrome (ME/CFS) group, to develop a survey question set to look at local services for people living with ME/CFS and Fibromyalgia. HW Kingston will run an engagement session to support a survey for people living with these conditions. The experiences shared from these engagement events will inform a HW Kingston Pulse Check Report later in the year.

		<p>Healthwatch Kingston ran two surveys about the experiences of residents, and family members and friends of residents of Care Homes, Supported Living Homes, and Extra Care Housing during the coronavirus pandemic. In June 2022 HW Kingston published their report of the experiences shared by over 140 local people. Residents, family and friends' experiences of residential care during the coronavirus pandemic.</p> <p>HW Kingston will host a presentation by Kingston Hospital on virtual wards. The event has been organised for Monday 15th August. A request for questions from the public and professionals will be sent out soon. Kingston Hospital have requested to have the questions before the presentation to enable them to be best prepared and answer as many questions as possible. We will also allow extra time on the day for any additional questions after their presentation.</p>
<h3>3. Learning Disabilities</h3>		
<p>3a. Continue to support meaningful engagement with local people with a learning disability in the work of HW Kingston, including Enter and View training.</p>	<p>Ensure HWK is “Learning Disability friendly”</p>	<p>Your Care, Your Way - Healthwatch England Campaign</p> <p>Clear, understandable information is important to help you make decisions about your health and care and get the most out of services.</p> <p>During March and April, Healthwatch England have been campaigning about The Accessible Information Standard. This gives disabled people and people with a sensory loss the legal right to get health and social care information they can understand and communications support if they need it. They have run a survey to find out if the standard being delivered by services and is the standard good enough.</p>

		<p>The survey had an option to say which area the respondent lives, and Healthwatch England have agreed to share the local level information with each local Healthwatch.</p> <p>Over March and April, we promoted the survey on social media, and with our contacts. KC attended a couple of groups to present about the campaign and run one-to-one sessions filling in the survey. Kingston Eco-op, who run activities for people with learning disabilities, and Social Eyes, a lunch club for local blind and partially sighted people. Our own findings show that most were unaware of the standard, are not received information in an accessible format, and are only able to access health information, and book appointments, as they have support from family and carers.</p> <p>We will present the findings of this at the next Kingston Digital Inclusion Network later in the year.</p>
<p>3b. Continue to provide chair and administrative support for the ‘Kingston All Ages Learning Disability Partnership Board’ (2018/22 Strategy year 5).</p>	<p>Provide independent facilitation for community scrutiny of progress against All Age Learning Disability strategy priorities</p>	<p>The All-Age Learning Disability Partnership Board (AALDPB)</p> <p>At our meeting in April, we heard from RBK about their work around Technology Enabled Care (TEC), held a discussion about housing, and RBK’s Your Day Your Say Consultation - Kingston Council is looking to redesign how it delivers day opportunities and meaningful occupations for residents.</p> <p>Summer Event</p> <p>The AALDPB will be holding a summer event themed around on health and wellbeing at the end of August at the Searchlight Centre. Providers, and groups will be able to have stalls to promote their local offer. We are hoping to work with the Fulham Foundation to run an inclusive football taster session.</p> <p>We will work with the council and other partners to outreach to those not currently accessing services in Kingston.</p>

4. Mental Health		
<p>4a. Continue to provide chair and administrative support for the 'Kingston Mental Health and Wellbeing Group</p>	<p>Provide independent facilitation for community scrutiny of progress against mental health priorities</p>	<p>Kingston Mental Health and Wellbeing Group</p> <p>The group is now transitioned to the Kingston Mental Health and Wellbeing Group. We are awaiting official confirmation from on when this group will officially become a subgroup of the Health and Wellbeing Board.</p> <p>Better Mental Health Joint Strategic Needs Assessment (JSNA)</p> <p>Healthwatch Kingston and the Kingston Mental Health and Wellbeing Group has been working to lay out key priorities from the recommendations.</p> <p>We set up a Task and Finish Group to look at how best to progress the recommendations put forward for the Better Mental Health Joint Strategic Needs Assessment - This group will look at the JSNA recommendations prioritised by the members of the Kingston Mental health and Wellbeing Group and identify the best way they can be taken forward, as part of existing programme areas where possible.</p> <p>SWL Mental Health Strategy Consultation Survey</p> <p>At our meeting on June 7th, we heard from John Atherton (NHS South West London CCG) about the South West London Mental Health Strategy Consultation. NHS South West London CCG are reviewing mental health services across SW London. They are seeking input to develop a new strategy for mental health that will set out their ambition and delivery plans for the next three years. The strategy will seek to</p>

		<p>ensure the best possible wellbeing and mental health services across SW London. They want to hear from a wide range of people to make sure the strategy includes what service users, carers and residents think is important.</p> <p>The survey is live. We will be supporting the consultation by promoting the survey. They are going to use local reports, documents, and data to inform the strategy. We will be helping to collate these documents.</p> <p>In addition, we will link up South West London NHS with contacts from local forums and groups so they can attend and engage with service users and residents.</p> <p>Ongoing work liaising with both the South West London Transformation Programme Work and South London Listens work.</p>
<p>4b. Continue to monitor progress of and engagement with specialist service provision to people with Emotionally Unstable Personality Disorder (EUPD).</p>	<p>Provide independent scrutiny that supports improved experience of people using psychological therapy services</p>	<p>There is no specific update for this report. We will update on this for the next Board Meeting on 28 September 2022.</p>
<p>4c. Provide independent evaluation of the South West London Community Mental Health Transformation Programme in Kingston.</p>	<p>Provide independent evaluation of the South West London Community</p>	<p>Update to follow.</p>

	Mental Health Transformation Programme in Kingston.	
5. Young People		
5a. Support Youth Out Loud! (YOL!) to review health and care services (we will do this in partnership with HW Richmond and other stakeholders).	Support young people to have a say in their health and care services	<p>After a few of our older members left YOL! to go to university, we have embarked on a recruitment drive.</p> <p>HJW presented YOL!’s work at the Designated Safeguarding Lead School Forum as part of a recruitment presentation. This meeting was attended by Head Teachers or Deputy Head teachers at 120 maintained schools across Kingston and Richmond. The presentation was very well received, and many are interested in getting their schools involved. HJW and two of the current YOL! Members designed a recruitment poster to go up in all schools. Once the Sexual Health Film is signed off, this will be sent to all schools also.</p>

YOL! IS A GROUP OF YOUNG PEOPLE AGED 13-17 WORKING WITH HEALTHWATCH KINGSTON AND RICHMOND TO IMPROVE HEALTH AND CARE SERVICES

JOIN

Youth **Out** Loud!

Get involved in....

FILM MAKING
PODCAST RECORDING
SOCIAL MEDIA

.....and make a difference....

SIGN UP AT
yolweb.info




5b. Support delivery (with other partners including Healthwatch Richmond) of

Develop a library of health and care films and

The YOL! Sexual Health film was finally completed after 3 years of planning and delays due to Covid-19.

<p>the Digital Youth Project (year 4) to complete a series of short health and care films and podcasts by young people for young people.</p>	<p>podcasts made by young people for young people</p>	<p>YOL! Members met with HJW and Steve Slavin at the Quaker Centre to complete the young people voice-overs for the Sexual Health Film. The Sexual Health Film editing was completed by Steve on 15th June 2022. The film is just over 4 minutes in length which is longer than the other films in the series, but this is because the filming of the professionals was so rich and informative, we did not want to lose any of it. The film looks very professional, and we are incredibly pleased with it. Next step is the official film sign-off, then to upload it to YOLweb/YOL! Youtube and link to HWK website. Then a promotional social media campaign, schools e-newsletters, and using other organisations to promote through their channels eg. Getting It On (GIO), the Wolverton Centre and the Kingston and Richmond Youth Council (KRYC). This will be completed by the end of June. We will wait for new members to join YOL! before discussing and agreeing on the final film topic in the Digital Youth Project series.</p>
<p>5c. Support YOL! to develop its online and social media.</p>	<p>Support young people to safely communicate via social media</p>	<p>YOLweb has been updated by one of our older members. This is a work in progress and should be finished soon. Another of our YOL! members has designed a ‘career advice and don’t panic’ Instagram post for publication soon. HJW continues to work with one of the younger members with their #ATurnerGirlCan campaign on YOLweb and social media. We are looking to do a raising awareness collaboration with the Turner Syndrome Support Society.</p>
<p>6. Safeguarding</p>		

<p>6a. Continue membership of the Kingston Safeguarding Adults Board.</p>	<p>Gather service user experience of safeguarding to inform service developments and support positive personal outcomes</p>	<p>GS, continues to represent Healthwatch Kingston as a member of the KSAB and update the Board about the work Healthwatch Kingston is doing in relation to the Making Safeguarding Personal (MSP) Pilot and the London Safeguarding Voices group, for the London Safeguarding Adults Board.</p>
<p>6b. Continue to deliver the Kingston Making Safeguarding Personal pilot (Year 3).</p>	<p>As above.</p>	<p>We provided the first Making Safeguarding Personal (MSP) data report to Claire Singers at RBK in time for their Safeguarding Adult Managers (SAMs) monthly meeting at the end of June. RBK are pleased with the reporting format.</p> <p>The next report will be provided for them in time for the next Kingston Safeguarding Adult Board meeting in July. SBa will continue to call Adults at Risk (or their representative), to see if they require assistance with the survey over the phone or require the link to the online survey to be sent again via email.</p> <p>We have also agreed to provide safeguarding resources gathered through the London Safeguarding Voices group to Claire Singers for the benefit of RBK eg. An Easy Read version of what safeguarding is. We have also created an ‘All About Safeguarding’ page on our HW Kingston website.</p>
<p>6c. Continue support for the London Safeguarding Adults Board, Safeguarding VOICES and Conference Planning Groups (Year 4) to ensure</p>	<p>Ensure the voices of people with lived experience of safeguarding are</p>	<p>London Safeguarding Voices (LSV)</p> <p>HJW and the LSV members have been busy promoting our work and continue our ongoing ambition to recruit more people with lived experience from all London Boroughs. We currently have 17 members from 11 boroughs. The promotion of what the LSV group is all about has resulted in lots of requests for us, as people with lived experience of</p>

<p>people with lived experience of safeguarding are integral to safeguarding systems and processes across London.</p>	<p>part of the Kingston and London Safeguarding Adults Boards</p>	<p>safeguarding, to help with safeguarding projects and conferences, not only across London, but nationally too.</p> <p>In March, HJW was contacted by Christabel Shawcross. Christabel has been commissioned by the LGA (London Government Association) to pull together tools for Directors of Adult Social Services (DASS') to use as audits on safeguarding for the forthcoming CQC assurance regime. The LGA also wanted to identify areas of improvements to practice and better knowledge of the gaps. One that people mention is the whole area of transitions and joint approaches with Children's' social care. Also, how to involve People with Lived Experience and audit tools on the approach. Christabel was invited to our LSV Communication and Resource Forum on 15th March where the members all told her their views. We have also been invited by Christabel to their next Networking meeting in July.</p> <p>On 24th April HJW presented 'virtually' the work of the LSV in the Centre 404 (in Camden) Family Committee meeting, along with one of the LSV members. Again, the presentation was well received, and they are actively looking for LSV members as well as the possibility of being a local Safeguarding Hub for the day of the London Safeguarding Adults Board Conference in November. Safeguarding Hubs will allow adults with lived experience of safeguarding and with additional support needs, to access the virtual conference.</p> <p>In April, knowing about the LSV group and our work, Dr Adi Cooper OBE contacted HJW to advise that she was supporting London ADASS to develop a new peer review programme and they were piloting a peer review on safeguarding in the London Borough of Barking and Dagenham in May. The new peer review programme came about because from April 2023 the Care Quality Commission are going to reinstate inspections of Adult Social Care. Adi wanted an expert with lived experience of safeguarding to join the team. The role involved talking to people with lived experience, staff and officers about safeguarding in that borough. HJW asked two members, Rose from Islington and Glenda from Kensington and Chelsea if they wanted to be involved and both were pleased to do so, although this did involve a lot of extra time commitment from them across the three-</p>
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day review process. HJW agreed with Joanne Starkie, Programme Manager at London ADASS that London ADASS would pay for the additional carer costs incurred by one of our members.

As this peer review was a pilot, they not only got involved in sessions with different groups in Barking and Dagenham, but they were also valued for their feedback on the new peer review process itself. The process was ‘hybrid’, Rose, and Glenda both have carer commitments and disabilities so were only able to join virtually.

Dr Adi Cooper OBE, in her National Safeguarding Care and Health Improvement Partnership role, then advised that she was helping Lyn Romeo, Chief Social Worker (Adults), launch her [Revisiting Safeguarding Practice](#) Guidance on May 24th and she would like to provide a national platform for someone to talk about what it feels like to go through the safeguarding process and the implications for practice at their **Chief Social Worker Launch Event**. HJW, Rose and Glenda presented our LSV work, including lots of real safeguarding experiences gathered from the rest of the members in the group. There was 100+ delegates at this launch from across the whole country. The presentation was very well received and resulted in amazing comments about how powerful it was and how valuable our work is from Lyn Romeo, but also from others across the country who are now looking to replicate the LSV model.

On Thursday 16th June HJW was asked to present the work of the LSV at the [Adult Safeguarding Practice Conference](#). This is the first safeguarding conference we have been asked to present at and shows that the LSV existence and work is more increasingly known and regarded.

Members from the LSV have also been on interview panels for two roles at London ADASS, Programme Manager (was Tristan Brice’s role) and Project Manager.

The LSV is getting increasingly involved in the full process of safeguarding, from strategy and policy to recruitment and even presenting at Safeguarding Conferences.

LSAB Conference 2022

The Conference Planning Team meet every Friday. We have agreed this year's LSAB Conference will be Wednesday 23rd November 10am - 1pm, once again falling within Safeguarding Adults Week.

In May we sent an email to previous LSAB Conference attendees and asked for their feedback regarding key themes and topics they would like to hear at this year's conference.

79 people responded.

The key 5 themes that received most interest were:

1. Mental Capacity Act - what are the changes?
2. Liberty Protection Safeguards Vs Deprivation of Liberty Safeguards (DoLS)
3. Safe Hospital Discharge
4. People in a position of trust
5. Police - when should they be involved

We also asked people to specify what exactly they would like to hear on each of the themes they prioritised. In addition to the safeguarding themes we put forward, we also asked respondents to comment on what other themes they would like to hear about.

Further suggestions were as follows:

- Homelessness
- Cuckooing and related forms of exploitation
- Transitional safeguarding
- Safeguarding models and evidence base for SABs to learn from
- Digital safeguarding

		<ul style="list-style-type: none"> • Economic/cost of living implications <p>We are also working closely with SAB Managers to be able to offer a complimentary Safeguarding programme of luncheons across this week and the following week.</p> <p>Next steps - we want to get this Conference 2022 plan agreed in the next LSAB meeting on Wednesday 20th July 2022 so we can identify and book speakers.</p>
<p>6d. Develop the Health and Wellbeing in the Workplace Project</p>		<p>HW Kingston has since been contracted to provide a retrospective engagement with care workers about their wellbeing during 2021-22 and share anonymised findings and learning.</p> <p>The Health and Wellbeing in the Workplace Project will have a survey which will run until January 2023. The survey will be created together with staff from both home care and care homes. A proposed list of questions is ready to be amended with the ‘think tank’. The survey will be an opportunity to check on staff wellbeing/morale and see what has been working well, including changes RBK made at the end of last year.</p> <p>The survey will be translated into other languages. RBK have provided a list of languages spoken by staff in home care/care home settings.</p> <p>There will also be an opportunity for staff to speak to HW Kingston staff 1:1. This will offer more qualitative information as well an opportunity to help staff with the survey, should they need support.</p> <p>SBa will host monthly ‘virtual’ peer support meetings with care staff. These will act as a ‘drop-in’ for staff to speak freely on what is causing stress and what is working well. Unless a safeguarding issue is raised, the meetings will not be reported on.</p>

HW Kingston website will host the above information, as well as information on how staff can look after their wellbeing and report issues where needed. We are aware that opening the conversation on discussing staff wellbeing could result in staff needing support to report an issue or look after their own wellbeing.

OTHER DELIVERY AREAS/ ITEMS in 2022/23

Delivery area	Update
A visit to HW Kingston by the new National Director of Healthwatch England	In April 2022 we were delighted to welcome the new National Director of Healthwatch England, Louise Ansari ; HW Kingston was the first Healthwatch that she visited ‘face to face’.
HWK/RBK Contact Monitoring Meetings	Q1 was held on Tues 14 June 2022.
HWK Open Meeting	The HW Kingston Open Meeting was held on 24 th May 2022 with presentations from Caroline O'Neill (Lead Engagement Manager NHS South West London CCG) and Denise Madden (Associate Director of Strategic Planning and Transformation, Kingston Hospital NHS Foundation Trust). To gauge an understanding of local awareness of the ICS changes. Please read more above in section 2a.